

W-01303A-08-0227
SW-01303A-08-0227



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

47
CD

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73380

Date: 11/25/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Patricia

Badenoch

Account Name:

Patricia Badenoch

Home: [REDACTED]

Street:

[REDACTED]

Work:

Arizona Corporation Commission

City:

Scottsdale

CBR:

DELETED

State:

AZ

Zip: 85253

is:

[REDACTED]

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 *****

*** PARADISE VALLEY WATER DISTRICT ***

***** REFERRED FROM CHAIRMAN GLEASON'S OFFICE *****

Customer sent the following e-mail -

From: Patty [mailto:[REDACTED]]

Sent: Monday, November 17, 2008 2:34 PM

To: ppierceinaz@yahoo.com; Mayes-WebEmail; Mundell-Web; Gleason-WebEmail; hatch-miller-web@azcc.gov; Pierce-Web

Subject: RE: Arizona American Water Updates

Many of us are very much interested in rate increases and quite frankly we are extremely concerned, particularly if living on a fix income. Further costs will impact our quality of life in that we do not want to have to cut down on water usage because of cost. It is very apparent that developers and city planners should be mandated to cost out infrastructure and utility impacts to existing residents to assess fair and equitable density projects before not after decisions are made. Ignoring these downside effects is unconscionable abuse of power. Where is the oversight of these abuses? The shielding argument of water scarcity is an environmentally misleading argument while negating population growth. Population growth needs to be regulated!

Patricia Badenoch

End of Complaint

Utilities' Response:

RECEIVED
NOV 26 P 4:09
2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Badenoch -

Thank you for your recent e-mail to Chairman Gleason's office. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

I will file your opinion in the current rate case filed by Arizona American. It will be docketed and all the Commissioners will have the opportunity to review them before making a decision.

Please provide your street address (including city and zip code) so that your comments can be placed into the correct district for the rate case. As soon as I receive that information, I will file your opinion.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

The Commissioners and staff appreciate your comments and the interest taken on the proposed rate application. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73380

W-01303A-08-0227
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73347

Date: 11/25/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Walter Jorgensen

Account Name: Walter Jorgensen

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 *****

*** SUN CITY WEST WATER DISTRICT ***

Customer sent the following correspondence -

The 79.8% Rate increase requested is exorbitant. They got a 60% rate increase with in the past 2 or 3 years. The Economy is bad. Most residents of Sun City West are on fixed incomes and cannot afford this rate hike. The Federal Government, who mandated the arsenic facilities causing this rate hike, should be providing funds to the company for building and maintenance of them.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Jorgensen -

Your comments regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73347

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73348

Date: 11/25/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Susan **Last:** Penner

Account Name: John Hunter

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 *****

*** SUN CITY WEST WATER DISTRICT ***

Customer sent the following correspondence -

I am writing on behalf of my 95 year old father, John Hunter of Sun City West, AZ. My name is Susan Penner. The percentage of this rate increase will cause an extreme hardship on my father, should it be approved.

Arizona American Water knew when it purchased the right to provide the water what additional cost would need to be incurred to do so. They do that with pre-tax dollars and are allowed to depreciate those costs over time. If they did not do their research, sorry about their luck. In business they are suppose to have a business plan, again poor planning on their part doesn't automatically constitute an emergency on ours.

SCW is a retirement community. My father lived alone until recently. There are many single people who have been here for 25 years+ on fixed incomes. For any company to send out letters asking for a 79% increase for services is unreasonable. All it did was make people angry and resentful. You need to vote/rule to turn down this rate increase on the basis of the amount alone! It is unreasonable and insults the intelligence of this community.

Thank you for providing this forum for comment.

Respectfully submitted,

John M. Hunter

Susan Penner

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Penner/Mr. Hunter -

Your comments regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73348

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2008 73329

Date: 11/24/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Edward**

Amdor

Account Name: Edward Amdor

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR: :

State: AZ Zip:

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****SUN CITY WEST WATER DIVISION*****

From: Edward R [mailto:
Sent: Saturday, November 22, 2008 4:43 PM
To: Utilities Div - Mailbox
Subject: Price increase

In regard to Docket-W01303A-08-0227-- Any increase of the amount proposed is ridiculous. That would be a good way to deter living in AZ.

A fair and nominal increase would be acceptable. Not the amount proposed. Ed Amdor
City West, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

November 24, 2008

Mr. Edward Amdor

Sun City West, AZ

Dear Mr. Amdor:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Your comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

End of Comments

Date Completed: 11/26/2008

Opinion No. 2008 - 73329
